EX PARTE OR LATE FILED

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DOCKET FILE COPY ORIGINAL

May 10, 1995

Mr. William F. Caton
Acting Secretary
Federal Communications Commission
Washington, DC 20554

RE: *Ex Parte* Filing - CC Docket No. 92-256 (GTE ONA)

Dear Mr. Caton:

The following responses and materials were prepared by Mike Drew of GTE at the request of Ms. Rose Crellin in the above matter.

1. Provide reports listed in Paragraph 33 of GTE's ONA Order which were not included in GTE's ONA Plan filing.

   c. For new ONA services available through SS7, ISDN and IN, and plans to provide these services.

A. SS7 CLASS Services - Calling Name and Number Delivery:
Calling Name and Number Delivery is an arrangement that is provided as an enhancement to Calling Number ID and permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded to compatible customer-provided display equipment. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded.

Calling Name and Number Delivery also includes Anonymous Call Rejection. This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party.

555 Access Arrangement:
GTE will develop potential access arrangements and dialing plans based upon national standards that could be used by providers of enhanced services using 555 line numbers. Uniform access arrangements will allow both access providers and Information Providers the ability to more effectively plan the ubiquitous deployment of services. Several network technical requirements within the Public Switched Network (PSN) must be satisfied in order to realize the implementation of access for calls dialed with "555" numbers. These numbers may be dialed using either 7 or 10 digits depending on current access arrangements and local dialing plans. Non-national 555 numbers, if dialed from outside the area codes in which they are assigned will be dialed using 10 digits. These numbers however, if dialed from within their home NPA, could be dialed using 7 digits.

ISDN:
GTE has deployed ISDN-BRI, ISDN-PRI, and Packet capability in 15 states. Deployment plans for additional states are: 6 states in 1996, 4 states in 1997, and 3 states in 1998.

This will give GTE ISDN availability in every state that GTE has franchised territory. Not every customer will have access to ISDN due to the rural nature of some of the exchanges and the switching platform which is in place.

GTE will be offering National ISDN-1 and National ISDN-2 services within its network. ISDN-3 services will be offered when available from the vendors.

CLASS services are already available via ISDN. Additionally, GTE is in the process of providing Clear Channel 64 trunk groups where GTE has ISDN deployed.

Advanced Intelligent Network:
GTE is proceeding to develop and introduce "Advanced Intelligent Network" (AIN) services based upon Bellcore AIN 0.1 standards. In support of this initiative, GTE has established an Off-Line AIN test facility for the purpose of performing integration testing of the new AIN 0.1 network elements and services.

The following three AIN services are being trialed in selected GTE market locations.

InContact - Market Trial Began 12/94:
InContact (TradeMark) is a Personal single number service which introduces flexible call routing based upon criteria such as Time-Of-Day, Day-of-Week, Screening List of Calling Party telephone numbers, and preprogrammed routing options to effectively maintain contact with callers. The subscriber can change their routing options by dialing a special administrative number.

Custom Routing Service (CRS) - Market Trial Began 12/94:
Custom Routing Service (CRS) is an enhanced group redirect service which allows business customers the ability to reroute calls to a group of telephone numbers to up to three alternate locations with one activation request. The customer dials a special administrative number to activate rerouting to one of the three desired alternate locations.

Multilocation Centranet - Market Trial Began 4/95:
Multilocation Centranet (MLCN) allows Centranet business customers the opportunity to expand their intercom dialing plan to include multiple different physical serving locations. With MLCN, one abbreviated dialing plan, which could consist of 3, 4, 5, or 6 digits, is implemented across all serving locations.

In addition to these trial services, GTE has identified other services for possible market trials in 1995. These include the following:

Universal Access Number Service:
Allows a business customer with multiple operating locations to advertise a single telephone number for access to all locations with the network determining the appropriate destination location based on criteria defined by the customer. Calls to this number will be routed based upon parameters such as the Calling Party's number or physical location of the caller with additional options such as the time of day, day of week, percent distribution, or information input by the caller.

Security Screening:
Allows security access screening to be performed in the network before a call is completed to a subscriber's location. The subscriber determines the criteria for call completion based upon the Calling Party's number, Authorization Code, or a combination of both. Future enhancements will include Voice Print Screening options. Voice recognition capabilities are included as part of Bellcore's AIN 0.2 functionality set with expected availability beginning in late 1996.

Abbreviated Dialing:
Allows ESPs to be accessed by their customers via an abbreviated number consisting of less than (7) or (10) digits. Various numbering alternatives under investigation include #NXX, NXX#, or a common N11 gateway.

500 NXX Access
This is an access service which routes 500 number calls to the appropriate service provider.

888 (800 Number Expansion):
This is an access service which routes the expanded 800 number service assigned to the new (888) NPA to the appropriate service provider.

Special Alerting Service:
This is a service which provides special alerting to a subscribers line when calls are received from Calling Parties included on a special screening table. Special alerting consists a unique ringing pattern and Call Waiting tones if the customer subscribes to Call Waiting service. All other callers will result in normal ringing service.

2. Matrix of GTE ONA services and state and federal tariffs:

A. **Attachment A** identifies GTE's planned ONA services and current availability in GTE, CONTEL, and ALLTEL federal and state tariffs. Some services, which have blanks on the matrix, are available outside of actual tariff documents (i.e., contracts, non-regulated documents, Individual Case Basis, concurrence in other company/state tariffs, etc.) due to individual state regulatory guidelines. The tariff/document references for all ONA services will be reflected in GTE's ONA Services User Guide upon publication.

Also, limited availability may be reflected in certain GTE, CONTEL, and ALLTEL state tariffs. This is due to the fact that these tariffs are in the process of being combined/ eliminated due to merger activity of the various companies.

3. Are the 49 Installation and Maintenance reporting categories, identified in Appendix B of the RBOC 1991 Order, a problem for GTE?

A. Yes. The network services identified in Appendix B of the RBOC Order are ordered and maintained within multiple systems within GTE. Also, the level of detail in which the services are tracked varies within these systems.

The following systems are utilized for the ordering and installation of the 49 service categories listed in Appendix B of the RBOC Order:

1) Service Order Records Computer Entry System (SORCES),
2) Service Order Load And Retrieval (SOLAR), and
3) Service Order Provisioning (SOP)

The system utilized for trouble reporting and maintenance of the 49 service categories is: Trouble Analysis System (TAS).

Attachment B contains a listing of the 49 service categories and the GTE installation and maintenance systems that contain the information.

GTE can currently report installation activity based upon the following service categories, but cannot report installation based upon the level of detail in the 49 service categories. GTE's current systems allow for installation reporting in the following detail (**Attachment C** reflects the identification of the 49 service categories into these groupings):

POTS	Switched Access/Special
Business Line	WATS
PBX	DS0 Digital
CENTREX	DS0 Voice Grade Private Line
WATS	Message
Mobile	High Capacity

Also, GTE's systems currently do not allow reporting in the 49 service categories for maintenance activity. GTE's current systems allow for maintenance reporting in the following detail (**Attachment D** reflects the identification of the 49 service categories into these groupings):

Business
PABX
KEY
WATS
Mobile
Message
Specials
High Capacity

GTE will be migrating to a more flexible enterprise data warehouse environment to store its data to make it more accessible for internal and external reporting requirements by the end of 1997. At that time, GTE will be able to report installation and maintenance activity based upon the 49 ONA service categories.

As stated in GTE's ONA Plan, the identity of the customer is not utilized in the installation and maintenance of GTE's network services except in very special circumstances (i.e., services that require special treatment due to governmental or regulatory guidelines). To begin providing this non-discrimination report, GTE will have to begin placing an identifier on future orders for GTE's ESP as well as noting the current network services in place for GTE's ESP.

4. Copy of CPNI Pre-Notification Postcards for greater than 20 access line accounts.

A. GTE has now determined that it will not send CPNI Pre-Notification Postcards for greater than 20 access line accounts. GTE will only process the Notification Letters, as previously supplied on April 14, 1995, for these accounts.

5. Description of how GTE will meet RBOC requirements discussed in 6 FCC Rcd 7646, Paragraph 55.

A. GTE will utilize its standard Non-Disclosure Agreement (**Attachment E**), along with strict internal business policies on identification of the information which is proprietary and the legal obligations to protect the information, to meet the requirements of this Ordering Paragraph. GTE's procedures will comply with the consensus reached by the IILC (also provided in Attachment E) on October 17, 1990 regarding Proprietary Demand Information Protection (IILC Issue 013).

6. Provide a copy of GTE's ONA Implementation Plan.

A. **Attachment F** is a copy of GTE's ONA Implementation Plan. This Plan identifies how GTE will implement the approved RBOC Plans that were referenced in GTE's ONA Plan filed January 4, 1995. The subject matter addressed includes:

1) Comparably Efficient Interconnection Principles,
2) Nondiscrimination Safeguards, and
3) New Service Requests.

Separately, I have provided Ms. Crellin with a copy of the letter from GTE Hawaiian Telephone Co. transmitting a copy of the draft Arkansas ONA tariff to the State of Hawaii.

Two copies of this Notice are hereby filed with the Secretary of the Commission in accordance with Section 1.1206(a)(2) of the Rules. Please include this letter in the record of this proceeding.

I may be reached at (202) 463-5293 if further information is needed.

Sincerely,

F. G. Maxson
Director -Regulatory Affairs

C: Ms. Rose Crellin

Attachments

Generic Name of Service Abbreviated Name	Code	AL	AR	CA	FL	HI	IA	ID	IL	IN	KY	MI	MN	MO	NC	NE	NM	OH	OK	OR	PA	SC	TX	VA	WA	WI
Acc To Clr Ch Transmissn	1026	BB	B	BB	BB	BB	B	BB	B	B	BB	BB	BB	B	BB	B	B	BB	B	BB	BB	BB	B	BB	BB	BB
Anonymous Call Rejection	9011				C																		C			C
Automatic Callback	1043	C	C	C	C		C	C	C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C
Automatic Protection Switch	1028	BB	B	B	BB	BB	B	BB	B	B	BB	BB	BB	B	BB	BB	BB	BB	B	BB	BB	BB	B	BB	BB	BB
Automatic Recall	1044	C		C	C		C	C	C		C			C	C	C	C	C	C	C	C	C		C	C	C
Billed Number Screening	9012	D		D	D	D	D	D	D	D	D			D	D	D	D	D		D	D	D	D	D	D	D
Bridging	1029	BB	B	BB	BB	BB	B	BB	B	B	BB	BB	BB	B	BB	BB	B	BB	B	BB	BB	BB	B	BB	BB	BB
Busy Number Redial	9001	C	C	C	C	C	C	C		C	C			C	C	C	C	C		C	C	C	C		C	C
Call Det Recd'g Rpts Pkt	1003			C		C			C	C	C				C											
CFBL Interswitch	1047	C	C	C	C	C	C	C	C	C	C			C		C	C	C		C	C	C	C		C	C
CFBL Intraswitch	1046	C	C	C	C	C	C	C	C	C	C			C		C	C	C		C	C	C	C		C	C
CFDA Interswitch	1051	C	C	C	C	C	C	C	C	C	C			C		C	C	C		C	C	C	C		C	C
CFDA Intraswitch	1050	C	C	C	C	C	C	C	C	C	C			C		C	C	C		C	C	C	C		C	C
CF Fixed	9007	C	C	C	C	C	C	C	C	C				C		C	C		C	C		C		C	C	C
CF Mult Sim Call Intersw	1052	C	C		C	C					C				C		C		C			C	C			
CF Variable	1053	C	C	C	C	C	C	C	C	C	C			C	C	C	C		C	C		C	C		C	C
CF Var Act w/o Crtsy Cal	1054			C	C	C	C		C	C				C	C	C	C			C		C			C	C
CF Var Remote Act/Cntrol	1055			C	C	C																			C	
CFBL/DA Fixed	9008	C	C	C	C	C		C	C	C	C			C		C	C	C	C	C	C	C	C		C	C
CFBL/DA Cust Act/Deact	1048			C		C		C	C	C	C			C		C	C	C	C	C	C		C		C	C
CFBL/DA Cust Fwd To No.	1049		C	C		C		C	C	C	C			C		C	C	C		C	C		C		C	C
Call Restriction	9017	C		C	C	C	C	C	C	C				C			C	C	C	C	C	C	C		C	C
Call Waiting	9004	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C
Call Waiting Cancel	1056	C	C	C	C	C	C	C	C	C	C				C	C	C	C	C	C	C	C	C	C	C	C
Clid DN Deliv via DID	1057	B	B	B	B	B	B	B	B	B	B	B		B	B	B	B	B	B	B	B	B	B	B	B	B
Cllg DN Deliv via ICLID	1064	D	D	D	D		D	D	D		D			D	D	D	D	D		D		D	D	D	D	D
Cxr Select On Rvrs Charg	1065	B	B	B	B	B	B	B	B	B	B		B	B	B	B	B	B	B	B	B	B	B	B	B	B
C1 Typ A - Ckt Sw Line	1039			A		A		A			A		A		A	A				A				A	A	
C1 Typ B - Ckt Sw Trunk	1040					A		A			A		A		A	A				A				A	A	
C2 Typ A - X.25 Pkt Sw	1001			AA	AA	AA			AA	AA	AA				AA			A		AA			A		AA	
C2 Typ B - X.75 Pkt Sw	1002			AA	AA	A			A	A	AA				AA			AA		AA	A		A		AA	
C3 Typ C - Ded Voice Grd	1017	AA	AA	A	AA	AA	A	AA	A	A	AA	AA	AA	A	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA
C3 Typ D - Ded Prgm Audio	1018	AA	AA	A	AA	AA	A	AA	A	A	AA	AA	AA	A	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA
C3 Typ E - Ded Video	1019	A		A	AA	A	A	A	A	A	A	A	A		A	A		A		A	A	A	A	A	AA	A
C3 Typ F - Ded <64kbps	1020	AA	A	A	AA	AA	A	AA	A	AA	AA	AA	AA	A	AA	AA	A	AA	A	AA	AA	AA	A	AA	AA	AA
C3 Typ G - Ded 1.544Mbps	1021	AA	AA	AA	AA	AA	A	AA	A	AA	AA	AA	AA	A	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA	AA
C3 Typ H - Ded >1.544Mbps	1022	A	A	A	A	A	A	AA	A	A	A	AA	A	A	A	AA	A	AA	A	AA	A	AA	A	A	AA	AA
C3 Typ I - Ded Alrt Trnsp	1023		A		A	A		A									A			A					A	
C3 Typ K - Ded 64 kbps	1037	A	A	AA	AA	AA	A	A	A	AA	AA	AA	A	A	A	A	A	AA	A	A	AA	A	A	A	A	AA
C4 - Ded Ntwk Accss Link	1025	A	A	A	A	A		A	A	A	A				A		A	A	A	A	A	A	A	A	A	A
Conditioning	1030	BB	B	B	BB	BB	B	BB	BB	B	BB	BB	BB	B	BB	BB	B	BB	B	BB	BB	BB	B	BB	BB	BB
ControlLink DCS	9024	B		B	B	B			B	B	B			B	B			B		B	B	B	B		B	B
Cust Controllable Ringing	9023	C		C	C	C			C	C	C				C		C	C		C	C	C	C		C	
Cust Originated Trace	1066		C	C	C		C	C	C		C			C		C	C	C	C	C	C		C	C	C	C
Data Over Voice (DOV)	1031		B	BB	B	B					B				B		B		B	B		B	B		B	
Derived Ch (Monitoring)	1032			C																						
Distinctive Ringing	1068	C	C	C	C		C	C	C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C

Generic Name of Service Abbreviated Name	Code	AL	AR	CA	FL	HI	IA	ID	IL	IN	KY	MI	MN	MO	NC	NE	NM	OH	OK	OR	PA	SC	TX	VA	WA	WI
Dist Ring Term Screen	1069	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C
Fast Select Accept Pkt	1007			BD	B	BD			BD	BD	B				B			BD		B	D		B		B	
Fast Select Request Pkt	1008			BD	B	BD			BD	BD	B				B			BD		B	D		B		B	
GTE Dial DataLink	9021	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C		C	C	C	C	C
Hot Line	1070	C	C	C	C	C	C	C				C					C	C			C	C	C		C	C
Last Number Redial	9003	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C		C	C
MegaConnect (SMDS)	9020			B	B	B														B					B	
Message Desk (SMDI)	1072	B	B	B	B	B		B	B		B			B	B	B		B	B	B	B	B	B		B	B
MWI Activation (ARB)	9022	B		B	B	B	B		B	B	B			B	B		B	B		B	B	B	B		B	B
MWI Activation (Audible)	1075	B	B	B	B	B	B	B	B	B	B			B	B	B	B	B	B	B	B	B	B		B	B
MWI ATR Audible Msg Wtg	9019	C	C	C	C	C			C	C	C			C	C		C		C		C	C	C		C	C
Multiline Hunt Group	1077	B	B	B	B	B	B	B			B	B	B		B	B	B	B	B	B	B	B	B	B	B	B
MLHG UCD With Queuing	1082	B	B	B	B	B	B	B	B	B	B			B	B	B	B	B	B	B	B	B	B	B	B	B
Multiplexing Arrangements	9014	BB	B	BB	BB	BB	B	BB	B	B	BB	BB	BB	B	BB	BB	B	BB	B	BB	BB	BB	B	BB	BB	BB
MWI ARB Audible Msg Wtg	1073	C		C	C	C	C	C	C	C	C			C	C		C	C			C	C	C		C	C
Priority Packet	9018			B		B			B	B																
Remote Call Forwarding	9006	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C
Route Diversity	1096	B	B	BB	B	BB	B	BB	B	B	B	BB	B	B	B	B	B	BB	B	BB	BB	B	B	B	BB	BB
Saved Number Redial	9002	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C		C	C
Secondary Ch Capability	1034	BB	B	BB	BB	BB		B			BB				B		B		B	B		BB	B	BB	B	
Selective Call Forward'g	1084	C	C	C	C		C	C	C	C	C			C	C	C	C	C	C	C	C	C		C	C	
Selective Call Rejection	1085	C		C	C		C	C	C	C	C			C	C	C	C	C		C	C	C		C	C	C
Signaling Arrangements	9015	B		B	B	B		B				B	B			B		B		B	B	B		B	B	B
Special Call Acceptance	9010	C	C	C	C		C		C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C
Special Call Waiting	9009	C	C	C	C		C	C	C	C	C			C	C	C	C	C	C	C	C	C	C		C	C
Speed Calling	1087	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C		C	C
Three Way Call Transfer	1089	B	B	B	B	B		B	B		B			B	B	B	B	B	B	B	B	B	B	B	B	
Three Way Calling	9005	C	C	C	C	C	C	C	C	C	C			C	C	C	C	C	C	C	C	C	C	C	C	C
Unif 7D Acc Num RCF	1090	B	B	B	B	B	B	B	B	B	B	B		B	B	B	B	B	B	B	B	B	B	B	B	B

Abbreviations:
A=BSA
B=BSE
C=CNS
D=BSE/CNS

Under each state abbreviation the left column contains FCC tariff information and the right column contains state tariff information

Generic Name of Service Abbreviated Name	Code	CONTEL AL	AR	AZ	CA	IA	IL	IN	KY	MN	MO	NC	NM	NV	OK	PA	SC	TX	VA	WA	WI	ALLTEL IL	IN	MI
Acc To Clr Ch Transmissn	1026	B	B	B	BB	B	BB	BB	B	B	B	B	BB	B	B	B	B	B	BB	B	B			
Anonymous Call Rejection	9011									C								C	C					
Automatic Callback	1043	C								C			C			C	C		C					
Automatic Protection Switch	1028	B	B	B	BB	BB	BB	BB	B	B	B	B	BB	B	B	B	BB	B	BB	B	B			
Automatic Recall	1044	C				C				C			C			C	C	C	C					
Billed Number Screening	9012	D	D					D		D		D		D			D	D		D				
Bridging	1029	BB	B	B	BB	BB	BB	BB	BB	B	B	BB	BB	BB	B	B	BB	BB	BB	BB	B			
Busy Number Redial	9001	C								C						C	C	C						
Call Det Recd'g Rpts Pkt	1003																		C					
CFBL Interswitch	1047	C	C					C		C			C	C		C			C	C				
CFBL Intraswitch	1046	C	C					C		C			C	C		C			C	C				
CFDA Interswitch	1051	C	C					C		C			C	C		C		C	C	C				
CFDA Intraswitch	1050	C	C					C		C			C	C		C		C	C	C				
CF Fixed	9007	C						C		C		C	C				C			C	C	C	C	
CF Mult Sim Call Intersw	1052	C															C	C						
CF Variable	1053	C	C	C						C				C			C	C	C		C			
CF Var Act w/o Crtsy Cal	1054									C		C					C		C		C			
CF Var Remote Act/Cntrol	1055													C										
CFBL/DA Fixed	9008	C	C					C		C			C			C			C	C				
CFBL/DA Cust Act/Deact	1048															C			C					
CFBL/DA Cust Fwd To No.	1049															C			C					
Call Restriction	9017	C	C	C				C					C	C		C	C	C		C				
Call Waiting	9004	C	C	C				C		C		C	C	C		C	C	C	C	C	C	C	C	
Call Waiting Cancel	1056	C											C			C	C	C	C	C				
Clid DN Deliv via DID	1057	B	B	B				B		B		B	B	B	B	B	B	B	B	B		B		B
Clig DN Deliv via ICLID	1064	D								D							D	D	D					
Cxr Select On Rvrs Charg	1065	B						B		B		B	B				B	B	B					
C1 Typ A - Ckt Sw Line	1039				A	A	A			A		A							A	A				
C1 Typ B - Ckt Sw Trunk	1040				A	A	A			A		A							A	A				
C2 Typ A - X.25 Pkt Sw	1001				A											AA			A					
C2 Typ B - X.75 Pkt Sw	1002				A		A	A								A			AA					
C3 Typ C - Ded Voice Grd	1017	AA	AA	AA	AA	AA	AA	AA	AA	AA	A	AA	AA	AA	A	A	AA	AA	AA	AA	A			
C3 Typ D - Ded Prgm Audio	1018	AA	A	A	AA	AA	AA	AA	AA	AA	A	A	AA	AA	A	A	A	A	AA	AA	A			
C3 Typ E - Ded Video	1019	A		A	A		AA	AA	A	A	A	A	A	A	A	A	A	AA	AA	AA	A			
C3 Typ F - Ded <64kbps	1020	AA	A	A	AA	AA	AA	AA	A	AA	A	AA	AA	A	A	AA	AA	A	AA	AA	A			
C3 Typ G - Ded 1.544Mbps	1021	AA	A	A	AA	AA	AA	AA	AA	AA	A	AA	AA	A	A	AA	AA	AA	AA	AA	A			
C3 Typ H - Ded >1.544Mbps	1022	A	A	A	A	A	AA	AA	A	A	A	A	AA	A	A	A	A	A	A	AA	A			
C3 Typ I - Ded Alrt Trnsp	1023				A									A										
C3 Typ K - Ded 64 kbps	1037	A			A		A	A	A			A				A	A		A					
C4 - Ded Ntwk Accss Link	1025	A						A				A				A	A		A					
Conditioning	1030	BB	B	B	BB	BB	BB	BB	BB	BB	B	BB	BB	BB	B	B	BB	BB	BB	BB	B			
ControlLink DCS	9024	B														B	B		B					
Cust Controllable Ringing	9023	C														C								
Cust Originated Trace	1066	C								C						C		C	C					

Generic Name of Service Abbreviated Name	Code	CONTEL AL	AR	AZ	CA	IA	IL	IN	KY	MN	MO	NC	NM	NV	OK	PA	SC	TX	VA	WA	WI	ALLTEL IL	IN	MI
Data Over Voice (DOV)	1031																		B					
Derived Ch (Monitoring)	1032													C										
Distinctive Ringing	1068	C	C							C				C		C	C	C	C					
Dist Ring Term Screen	1069	C						C		C		C	C			C	C		C					
Fast Select Accept Pkt	1007				D		D	D								B			B					
Fast Select Request Pkt	1008				D		D	D								B			B					
GTE Dial DataLink	9021	C																						
Hot Line	1070	C			C		C	C		C			C				C			C				
Last Number Redial	9003	C								C						C	C							
MegaConnect (SMDS)	9020									B														
Message Desk (SMDI)	1072	B						B		B						B		B	B					
MWI Activation (ARB)	9022	B														B								
MWI Activation (Audible)	1075	B								B				B		B			B					
MWI ATR Audible Msg Wtg	9019	C												C		C								
Multiline Hunt Group	1077	B	B		B		B	B		B		B	B	B			B	B	B	B				
MLHG UCD With Queuing	1082	B				B		B		B			B			B			B					
Multiplexing Arrangements	9014	BB	B	B	BB	BB	BB	BB	BB	BB	B	BB	BB	B	B	B	BB	B	BB	B	B			
MWI ARB Audible Msg Wtg	1073	C			C					C						C			C					
Priority Packet	9018				B																			
Remote Call Forwarding	9006	C	C	C				C		C		C	C				C	C	C	C				
Route Diversity	1096	B	B	B	BB	B	BB	BB	B	B	B	B	BB	B	B	B	B	B	B	BB	B			
Saved Number Redial	9002	C								C						C	C							
Secondary Ch Capability	1034	B			B												B							
Selective Call Forward'g	1084	C								C			C			C	C	C	C					
Selective Call Rejection	1085	C								C			C			C	C		C					
Signaling Arrangements	9015	B		B	B	B	B	B		B			B				B		B					
Special Call Acceptance	9010	C								C			C			C	C	C	C					
Special Call Waiting	9009	C											C			C		C						
Speed Calling	1087	C	C	C				C		C		C	C	C		C	C	C	C	C	C	C	C	
Three Way Call Transfer	1089	B						B		B						B			B					
Three Way Calling	9005	C	C	C				C		C		C	C	C		C	C	C	C	C	C	C	C	
Unif 7D Acc Num RCF	1090	B	B					B		B		B	B	B	B	B	B		B	B	B	B	B	

Abbreviations:
A=BSA
B=BSE
C=CNS
D=BSE/CNS

Under each state abbreviation the left column contains FCC tariff information and the right column contains state tariff information

Attachment B

49 Service Categories - Support Systems[1]

Category	Install	Maint
1. Business Line	SOR/SOL	TAS
2. PBX	SOR/SOL	TAS
3. CENTREX	SOR/SOL	TAS
4. WATS	SOR/SOL/SOP	TAS
5. Mobile	SOR/SOL	TAS
6. Feature Group A	SOP	TAS
7. Foreign Exchange	SOR/SOL	TAS
8. Feature Group B	SOP	TAS
9. Feature Group D	SOP	TAS
10. DID (Line and Trunk)	SOP	TAS
11. Packet DDD Access Line	SOP	TAS
12. Packet Synchronous Access Line	SOP	TAS
13. Packet Asynchronous Access Line	SOP	TAS
14. Protection Alarm	SOP	TAS
15. Protection Relaying	SOP	TAS
16. Control Circuit	SOP	TAS
17. Telegraph Grade 75 Baud	SOP	TAS
18. Telegraph Grade 150 Baud	SOP	TAS
19. Voice - Non-switched Line	SOP	TAS
20. Voice Switched Line	N/A	N/A
21. Voice Switched Trunk	N/A	N/A
22. Voice and Tone - Radio Land Line	SOP	TAS
23. Data Low Speed	SOP	TAS
24. Basic Data and Voice	SOP	TAS
25. Voice and Data - PSN Access Tie Trunk	SOP	TAS
26. Voice and Data - SSN Access	SOP	TAS
27. Voice and Data - SSN - Intermachine Trunk	SOP	TAS
28. Data Extension - Voice Grade Data	SOP	TAS
29. Protection Relay Voice Grade	SOP	TAS
30. Telephoto and Facsimile	SOP	TAS
31. Program Audio 200-3500 HZ	SOP	TAS
32. Program Audio 100-5000 HZ	SOP	TAS
33. Program Audio 50-8000 HZ	SOP	TAS
34. Program Audio 50-1500 HZ	SOP	TAS
35. TV Channel, One Way 15kHZ Audio	SOP	TAS
36. TV Channel, One Way 5kHZ Audio	SOP	TAS
37. Digital Voice Circuit	SOP	TAS
38. Digital Data - 2.4kbps	SOP	TAS
39. Digital Data - 4.8kbps	SOP	TAS
40. Digital Data - 9.6kbps	SOP	TAS
41. Digital Data - 56kbps	SOP	TAS
42. Dedicated High Capacity Digital - 1.544MBPS	SOP	TAS
43. Dedicated Digital - 3.152MBPS	SOP	TAS
44. Dedicated Digital - 6.312 MBPS	SOP	TAS
45. Dedicated Digital - 44.736 MBPS	SOP	TAS
46. Dedicated Digital - 45 MBPS or higher	SOP	TAS
47. Dedicated Alert Transport	SOR/SOL	TAS
48. Dedicated Derived Channel	SOP	TAS
49. Dedicated Network Access Link (DNAL)	N/A	N/A

[1] Legend: SOR - Service Office Record and Computer Entry System (SORCES)
SOL - Service Order Load and Retrieval (SOLAR)
SOP - Service Order Provisioning (SOP)
TAS - Trouble Analysis System (TAS)

Attachment C

Installation Report - 49 Service Category Groupings

POTS

GTE Reporting Category	RBOC Order Reporting Category
Business Line	1. Business Line
PBX	2. PBX
CENTREX	3. CENTREX
WATS	4. WATS
Mobile	5. Mobile

Installation Report - 49 Service Category Groupings (cont.)

Switched Access/Special

GTE Reporting Category	RBOC Order Reporting Category
WATS	4. WATS
DS0 Digital	38. Digital Data - 2.4kbps 39. Digital Data - 4.8kbps 40. Digital Data - 9.6kbps 41. Digital Data - 56kbps
DS0 Voice Private Line	6. Feature Group A 7. Foreign Exchange 10. DID (Line and Trunk) 11. Packet DDD Access Line 12. Packet Synchronous Access Line 13. Packet Asynchronous Access Line 14. Protection Alarm 15. Protection Relaying 16. Control Circuit 17. Telegraph Grade 75 Baud 18. Telegraph Grade 150 Baud 19. Voice - Non-switched Line 22. Voice and Tone - Radio Land Line 23. Data Low Speed 24. Basic Data and Voice 25. Voice and Data - PSN Access Tie Trunk 26. Voice and Data - SSN Access 27. Voice and Data - SSN - Intermachine Trunk 28. Data Extension - Voice Grade Data 29. Protection Relay Voice Grade 30. Telephoto and Facsimile 31. Program Audio 200-3500 HZ 32. Program Audio 100-5000 HZ 33. Program Audio 50-8000 HZ 34. Program Audio 50-1500 HZ 35. TV Channel, One Way 15kHZ Audio 36. TV Channel, One Way 5kHZ Audio 37. Digital Voice Circuit 47. Dedicated Alert Transport 48. Dedicated Derived Channel
Message	8. Feature Group B 9. Feature Group D
High Capacity	42. Dedicated High Capacity Digital - 1.544MBPS 43. Dedicated Digital - 3.152MBPS 44. Dedicated Digital - 6.312 MBPS 45. Dedicated Digital - 44.736 MBPS 46. Dedicated Digital - 45 MBPS or higher

Attachment D

Maintenance Report - 49 Service Category Groupings

GTE Reporting Category	RBOC Order Reporting Category
Business	1. Business Line
PABX	2. PBX 10. DID (Line and Trunk)
KEY	3. CENTREX
WATS	4. WATS
Mobile	5. Mobile
Message	8. Feature Group B 9. Feature Group D
Specials	6. Feature Group A 7. Foreign Exchange 10. DID (Line and Trunk) 11. Packet DDD Access Line 12. Packet Synchronous Access Line 13. Packet Asynchronous Access Line 14. Protection Alarm 15. Protection Relaying 16. Control Circuit 17. Telegraph Grade 75 Baud 18. Telegraph Grade 150 Baud 19. Voice - Non-switched Line 22. Voice and Tone - Radio Land Line 23. Data Low Speed 24. Basic Data and Voice 25. Voice and Data - PSN Access Tie Trunk 26. Voice and Data - SSN Access 27. Voice and Data - SSN - Intermachine Trunk 28. Data Extension - Voice Grade Data 29. Protection Relay Voice Grade 30. Telephoto and Facsimile 31. Program Audio 200-3500 HZ 32. Program Audio 100-5000 HZ 33. Program Audio 50-8000 HZ 34. Program Audio 50-1500 HZ 35. TV Channel, One Way 15kHZ Audio 36. TV Channel, One Way 5kHZ Audio 37. Digital Voice Circuit 38. Digital Data - 2.4kbps 39. Digital Data - 4.8kbps 40. Digital Data - 9.6kbps 41. Digital Data - 56kbps 47. Dedicated Alert Transport 48. Dedicated Derived Channel
High Capacity	42. Dedicated High Capacity Digital - 1.544MBPS 43. Dedicated Digital - 3.152MBPS 44. Dedicated Digital - 6.312 MBPS 45. Dedicated Digital - 44.736 MBPS 46. Dedicated Digital - 45 MBPS or higher

Attachment E

NONDISCLOSURE AGREEMENT

THIS AGREEMENT, effective when executed by both parties, is made between the GTE telephone operating companies listed on Exhibit A attached hereto and made a part hereof ("GTE"), with address for this Agreement at 600 Hidden Ridge, Irving, Texas 75038, and _____, with address for this Agreement at _____, _____, to protect the confidential or proprietary nature of information to be disclosed by the parties to each other with respect to a matter of mutual interest described as:

_____

1. To facilitate discussions, meetings and the conduct of business between the parties with respect to this matter of mutual interest, it may be necessary for either party to disclose to the other technical, customer, personnel, and/or business information in written, graphic, oral, or other tangible or intangible forms including, but not limited to, specifications, records, data, computer programs, drawings, schematics, know-how, notes, models, reports, and samples. Such information may contain proprietary or confidential material, or material subject to applicable laws regarding secrecy of communications or trade secrets ("Confidential Information").

2. Each party acknowledges and agrees:

a. All Confidential Information acquired by either party from the other shall be and shall remain the exclusive property of the disclosing party;

b. To inform the receiving party, in advance of any disclosure of Confidential Information, in non-confidential and non-proprietary terms, of the nature of the proposed disclosure, and to afford the receiving party the option of declining to receive the Confidential Information;

c. To identify in writing as confidential or proprietary, or mark as confidential or proprietary, any information that either party deems to be Confidential Information;

d. Information that is disclosed orally shall not be considered Confidential Information unless it is reduced to writing or to a written summary that identifies the orally-disclosed topics to be considered as Confidential Information and such writing is provided to the recipient at the time of disclosure or within thirty (30) days thereafter;

e. To receive in confidence any Confidential Information; to limit access to such Confidential Information to authorized employees who have a need to know the Confidential Information in order for the party to participate in the matter of mutual interest described above; and not to disclose such Confidential Information to others (including consultants, advisors and other such entities and persons which are not full-time, regular employees of the recipient) or authorize anyone else to disclose such Confidential Information to others without the prior written approval of the disclosing party;

f. To use such Confidential Information only for purposes of work, services or analysis related to the matter of mutual interest described above and for other purposes only upon such terms as may be agreed upon between the parties in writing;

g. To return promptly to the disclosing party, or to destroy any copies of such Confidential Information in written, graphic or other tangible form at that party's request;

h. The obligations with respect to Confidential Information shall extend for a period of five (5) years following the date of initial disclosure of that Confidential Information, and such obligations shall extend beyond completion of the term of this Agreement; and

i. Neither disclosure of Confidential Information nor this Agreement shall be construed as a license to make, use, or sell the Confidential Information or products derived therefrom.

3. These obligations do not apply to Confidential Information that:

a. As shown by reasonably documented proof, was in the other's possession prior to receipt thereof from the disclosing party; or

b. As shown by reasonably documented proof, was received by one party in good faith from a third party not subject to a confidential obligation to the other party; or

c. Now is or later becomes publicly known through no breach of confidential obligation by the receiving party; or

d. Is disclosed to a third party by the disclosing party without a similar non-disclosure restriction; or

e. Is disclosed pursuant to a requirement imposed by a governmental agency or is otherwise required to be disclosed by operation of law, except that prior to any disclosure pursuant to this subsection, the party receiving the request for the information shall notify the disclosing party and shall give that party an opportunity to participate in objecting to production of the Confidential Information; or

f. Was developed by the receiving party without the developing person(s) having access to any of the Confidential Information received from the other party; or

g. Is authorized in writing by the disclosing party to be released or is designated in writing by the source as no longer being confidential or proprietary.

4. It is agreed that a violation of any of the provisions of this Agreement will cause irreparable harm and injury to the non-violating party and that party shall be entitled, in addition to any other rights and remedies it may have at law or in equity, to seek an injunction enjoining and restraining the violating party from doing or continuing to do any such act and any other violations or threatened violations of this Agreement. Absent a showing of willful violation of this Agreement, neither party shall be liable to the other, whether in contract or in tort or otherwise, for special, indirect, incidental, or consequential damages.

5. Neither this Agreement nor provision of Confidential Information pursuant to it shall be construed as an agreement, commitment, promise, or representation by either party to do business with the other or to do anything except as set out specifically in this Agreement.

6. This Agreement shall be construed in accordance with the laws of the State of Texas.

7. This Agreement is the entire agreement between the parties with respect to nondisclosure of Confidential Information pertaining to the matter of mutual interest stated above and supersedes all prior agreements and understandings with respect to this subject. This Agreement may be amended only by written agreement executed by both parties. This Agreement shall not be assigned or transferred by either party without the prior written consent of the other. This Agreement shall be binding on agents, successors, and permitted assigns of the parties.

8. Unless terminated earlier by written notice, this Agreement shall remain in force for two (2) years.

GTE		_____	
By	_____	By	_____
Name	_____	Name	_____
Title	_____	Title	_____
Date	_____	Date	_____

EXHIBIT A 1/13/95

GTE TELEPHONE OPERATING COMPANIES

GTE Alaska Incorporated
GTE Arkansas Incorporated, successor by merger with:
Contel of Arkansas, Inc. d/b/a GTE Arkansas
GTE California Incorporated
GTEL
GTE Florida Incorporated
GTE Communications Corporation
GTE Hawaiian Telephone Company Incorporated
The Micronesian Telecommunications Corporation
GTE Midwest Incorporated,
successor by merger with:
Contel of Iowa, Inc. d/b/a GTE Iowa
Contel of Kansas, Inc. d/b/a Contel System of Arkansas, d/b/a GTE Systems of Arkansas, d/b/a Contel System of Iowa, d/b/a GTE Systems of Iowa
Contel of Missouri, Inc. d/b/a GTE Missouri
Contel System of Missouri, Inc. d/b/a GTE Systems of Missouri
The Kansas State Telephone Company, d/b/a Contel of Eastern Missouri, d/b/a GTE of Eastern Missouri
GTE North Incorporated,
formerly Contel North Incorporated, successor to:
Contel of Illinois, Inc. d/b/a GTE Illinois
Contel of Indiana, Inc. d/b/a GTE Indiana
Contel of Pennsylvania, Inc. d/b/a GTE Pennsylvania
GTE Northwest Incorporated,
successor by merger with:
Contel of the Northwest, Inc. d/b/a GTE Systems of the Northwest
GTE West Coast Incorporated
GTE South Incorporated
successor by merger with:
Contel of Kentucky, Inc. d/b/a GTE Kentucky
Contel of North Carolina, Inc. d/b/a GTE North Carolina
Contel of South Carolina, Inc. d/b/a GTE South Carolina
Contel of Virginia, Inc. d/b/a GTE Virginia
GTE Southwest Incorporated
Contel of Minnesota, Inc. d/b/a GTE Minnesota
Contel of Texas, Inc. d/b/a GTE Texas
Contel of the South, Inc. d/b/a GTE Systems of the South
Contel of the West, Inc. d/b/a GTE West

Principles For Safeguarding Proprietary Information

The principles set forth below address concerns related to the exchange of proprietary information between an enhanced service provider/end user (ESP/EU) and a local exchange carrier (LEC). The parties may choose to address these concerns through a negotiated, non-disclosure agreement. Because of the differing nature of circumstances involving the exchange of proprietary data, the following principles may need to be addressed by the parties and, as appropriate, clearly set forth in any resulting non-disclosure agreement:

- Market/demand data clearly identified as proprietary by enhanced service providers/end users and provided by ESPs/EUs to local exchange carriers, following execution of a non-disclosure agreement, shall be restricted to only those individuals having a "need to know" in order to respond to the specific ESP/EU open network architecture (ONA) service request. ESPs/EUs may request that LECs identify names and positions of such individuals.

- Each LEC will clearly set forth the purpose for which demand/market data is required from the ESP/EU. Such purposes will be limited to related LEC basic services planning. Each LEC will explain how the data will be utilized, and will provide specific justification to the ESP/EU for each such request.

- Enhanced service providers/end users will be given the option of providing demand forecasts in forms other than service units, where appropriate.

- Proprietary information will be exchanged only between designated coordinators within the ESP/EU and LEC organizations. Information coordinators within the LEC organization will maintain a record of proprietary document distributions (e.g. name and position).

- ESPs/EUs providing proprietary market/demand information to LECs will, before delivery, clearly mark the information as proprietary and identify the period of time during which it must be protected.

- Local exchange carriers receiving proprietary market/demand information from ESPs/EUs will prepare internal documentation which clearly designates the information as proprietary and which identifies the period of time during which it must be protected.

- The protection period for proprietary market/demand data will be as agreed to between the LEC and the ESP/EU. All copies of the proprietary information, in whatever media the information is held, must be returned by the LEC to the ESP/EU at the ESP's/EU's request. Should the ESP/EU elect, the proprietary data will be destroyed by the LEC.

- LECs will not accept as proprietary any information that they cannot protect.

- LECs agree to work with third parties (e.g. consultants, attorneys) designated in writing, to act on behalf of an ESP/EU.

- LECs will ensure that all LEC employees with access to ESP/EU proprietary market/demand information subject to a non-disclosure agreement, are aware they are legally obligated to protect its contents and sources.

Attachment F

GTE ONA Implementation Plan

A. COMPLIANCE WITH COMPARABLY EFFICIENT INTERCONNECTION (CEI) PRINCIPLES

1. Interface Functionality
2. Unbundling
3. Resale
4. Technical Characteristics
5. Installation, Maintenance, and Repair
6. End User Access
7. Availability of CEI
8. Minimization of Transport Costs
9. Recipients of CEI

B. COMPLIANCE WITH NONDISCRIMINATION SAFEGUARDS

1. Customer Proprietary Network Information (CPNI)
   a. Individual CPNI
   b. Aggregate CPNI
   c. Password ID System Requirements
2. Operations Support Systems (OSS)
3. Network Information Disclosure
4. Nondiscrimination in Installation and Maintenance

C. NEW SERVICE REQUESTS

A. COMPLIANCE WITH COMPARABLY EFFICIENT INTERCONNECTION (CEI) PRINCIPLES

1. Interface Functionality

The Commission's GTE ONA Order requirements include the mandate that dominant carriers' basic services furnished to ESPs be "technically equal" to the basic services used to provide the carriers' own enhanced services. The Commission also has explained, however, that this mandate "does not demand impossible or grossly inefficient over-engineering of the network so that absolute equality is always achieved." (Phase I Reconsideration Order, para. 92.) The Commission has established the following factors to be considered in evaluating whether its technical equality standard has been met in any given instance:

(1) Absence of any systematic differences between basic service access given to the carrier and to others;
(2) End-user perception of equality; and
(3) Utility to other ESPs, i.e., whether any technical variations make a difference in the ability of competitors to provide their enhanced services.

Finally, the Commission also recognized that in exceptional cases, "a carrier may be able to provide a particular service only in a manner that prevents it from fulfilling all of the CEI parameters, which would include the technical equality standard.

GTE's ONA Plan, analyzed in light of the above three factors, complies fully with the Commission's technical equality standard. There is be no systematic differences between basic services used by GTE's enhanced services and those used by other ESPs. GTE provides technical characteristics at the interface that are equal, in all cases, from the end user perspective.

That is, although there may be technically measurable differences in specific interface performance characteristics, any such differences will always be minimal enough that there are no perceptible differences to the end users. No technical differences in GTE's network interfaces make a material difference in an ESP's ability to provide its services. It should be noted, however, that the Commission has expressly held that GTE need not sever or "split" the Packet Assembler/Disassembler (PAD)/network interface to meet the Commission's unbundled, equal access interface requirement in the packet services area.

There is no material difference between GTE basic services used to supply its own enhanced services and GTE basic services used by other ESPs to supply their enhanced services. GTE's methods for tracking service quality generally will ensure that GTE will not favor its own enhanced offerings in terms of basic service provisioning.

Finally, information utilized by GTE in providing its unbundled basic services (such as Calling Number Identification), that is not proprietary to its customers, is made equally available to others, as required by the Commission.

2. Unbundling

GTE will work to eliminate unnecessary bundling in future network services. GTE has and will unbundle BSEs requested by ESPs from other rate elements where technically and economically

feasible. These unbundled BSEs must be purchased with a BSA, however, due to the technical requirements of the network (e.g., Forwarded Call Information - Multiple User requires the purchase of a Dedicated Private Line BSA). This does not preclude the offering of a bundled set of services where requested (e.g., Forwarded Call Information, or SMDI).

3. Resale

This CEI parameter requires GTE's ESP to take the underlying basic services at their unbundled tariffed rates. GTE supports this requirement and agrees that, to the extent it offers any enhanced services, it will take the underlying basic services at unbundled tariff rates.

The Commission's concern with this parameter was to prevent improper cost-shifting to regulated operations and anticompetitive pricing in unregulated markets. GTE believes that this parameter can also be satisfied by adherence to the provisions of the Joint Cost Order as provided for in GTE's Cost Allocation Manual.

4. Technical Characteristics

GTE is committed to ensuring that the technical quality of services delivered in the ONA structure meets its high standards of performance. GTE technicians will install and maintain BSAs according to the appropriate operations procedures and technical performance objectives. By employing these accepted standard

procedures for BSA installation and maintenance and BSE delivery, GTE will uniformly apply the principles for evaluating the quality of BSA and BSE technical characteristics for all enhanced service providers. These principles, as expressed by the Commission, include the absence of systematic differences between basic service access given to the carrier and to others, end user perception of equality, and utility to other enhanced service providers.

5. Installation, Maintenance, and Repair

Available circuits and equipment are assigned on a "first-come, first-served" basis through highly mechanized procedures that neither depend on, nor are affected by, whether a particular customer is an affiliated or nonaffiliated ESP. The circuit assignment systems do not contain information regarding the identity of customers, and GTE will make no effort during the actual facilities and equipment assignment process to determine whether a particular ordering customer is an ESP. The systems are blind to the use that a customer will make of particular facilities and equipment. Many enhanced services will rely on basic network services that are no different from those used by other customers. GTE's testing procedures are designed to assure that circuits meet tariffed standards. They are not set up to provide and generally do not contain any information related to the relative quality of available facilities and equipment.

The provisioning process begins when a customer contacts GTE

to request a service. ESPs will use the same ordering channels as all other customers, and will purchase ONA and existing basic services from the same centers used by other customers.

BSAs, BSEs and CNSs provided by GTE will be made available to all prospective users in a nondiscriminatory fashion. Although customers identify themselves by name and address when ordering services, this information is used only -- and is necessary -- to enable GTE to facilitate maintenance and billing functions. Nonaffiliated ESPs will not be asked to identify themselves as such during the ordering process, and no special identification will be added to their records should they choose to indicate their line of business.

The availability of contact personnel and the manner in which those personnel process orders will be identical for all similarly situated customers, regardless of business affiliation. Requests for services may be transmitted orally or in written form. Mechanized customer order input alternatives are under consideration to satisfy ESP capability requests and to handle potential order volume increases.

Since billing cannot take place until order completion, GTE has an economic incentive to complete orders for all customers -- regardless of their business affiliation -- in a timely fashion. All requests for service are handled on a "first-come, first-served" basis. Contact personnel are responsible for provisioning network service to all customers in accordance with stringent corporate standards for accessibility, accuracy,

helpfulness, timeliness of contact and timeliness of order processing.

Due date intervals are assigned in accordance with corporate standards and are the same for all customers requesting similar types and quantities of services. For service requests that exceed defined interval parameters because of (e.g., request complexity) due dates are negotiated directly with the customer.

The types of systems currently being used by GTE's units may differ, but each system is designed to receive, store and distribute service orders to the various organizations responsible for providing technical and administrative support to complete the orders. The service order distribution systems are due date driven, based on the assigned service order due date derived from published standards or negotiated between the customer and the GTE service order center. Each customer is informed of the due date at the time the order is placed.

Orders for designed services flow to a Special Services Control Center ("SSCC") where the circuit layout is designed and the necessary equipment and circuity assignments are made. The work operations in this center are supported by a mechanized system called Circuit Network Administrative system ("CNAS"), which schedules service installation tasks based on service order due dates, performs inventory assignment functions, and for many circuit types performs mechanized circuit design functions. Services are made up of piece parts assigned from mechanized CNAS inventory databases. For each designed order the circuit is